

COMMONWEALTH COORDINATED CARE PLUS

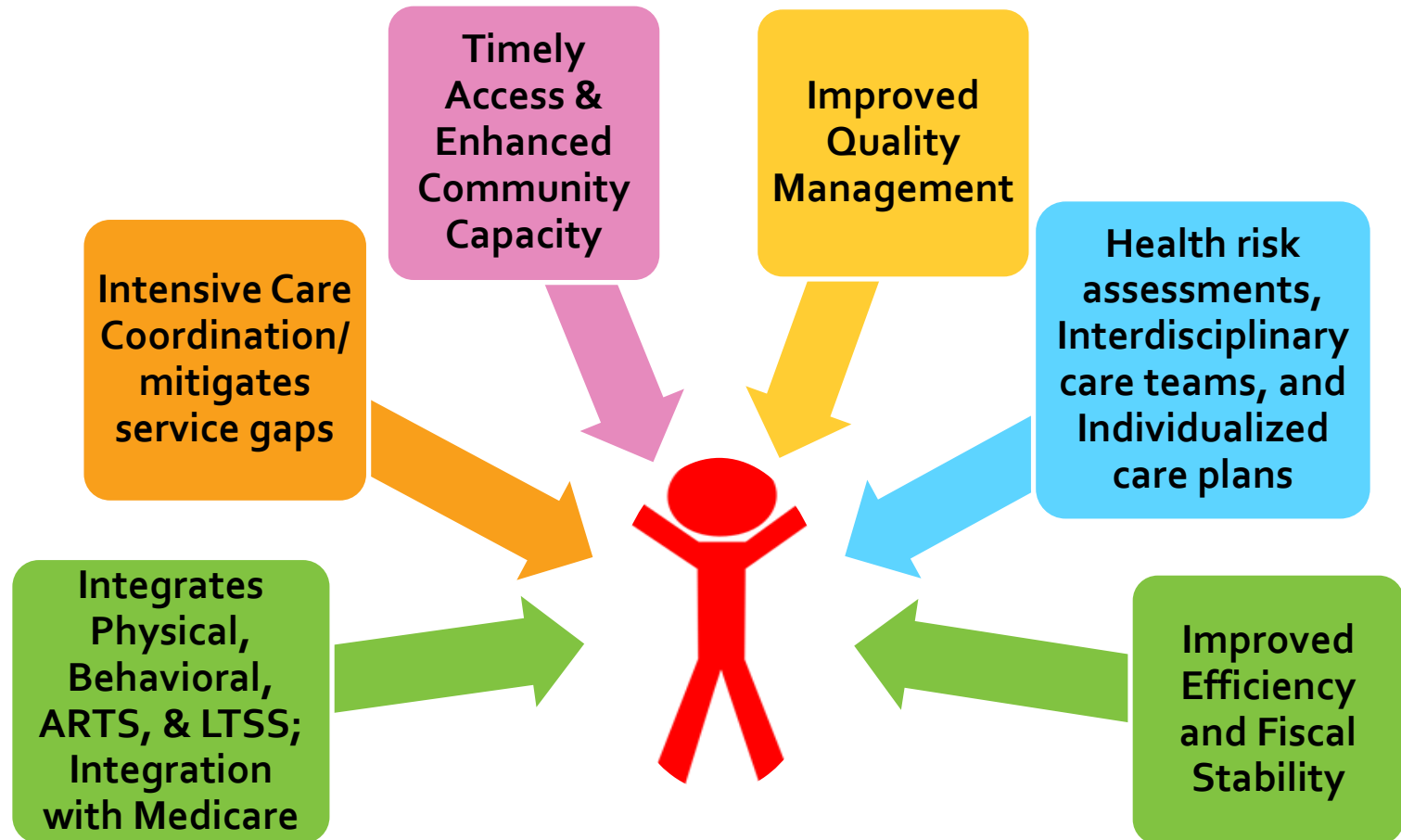
Division of Integrated Care
Department of Medical Assistance
Services

Agenda

- ❑ CCC Plus Enrollment Update
- ❑ CCC Plus Open Enrollment
- ❑ Dual-Eligible Special Needs Plans
- ❑ Care Coordination

CCC Plus Program Design

High-quality care in the least restrictive and most integrated treatment setting, through a fully-integrated delivery system, with care coordination, person-centered care and an interdisciplinary team approach



Primary goal is to improve health outcomes

CCC Plus Populations



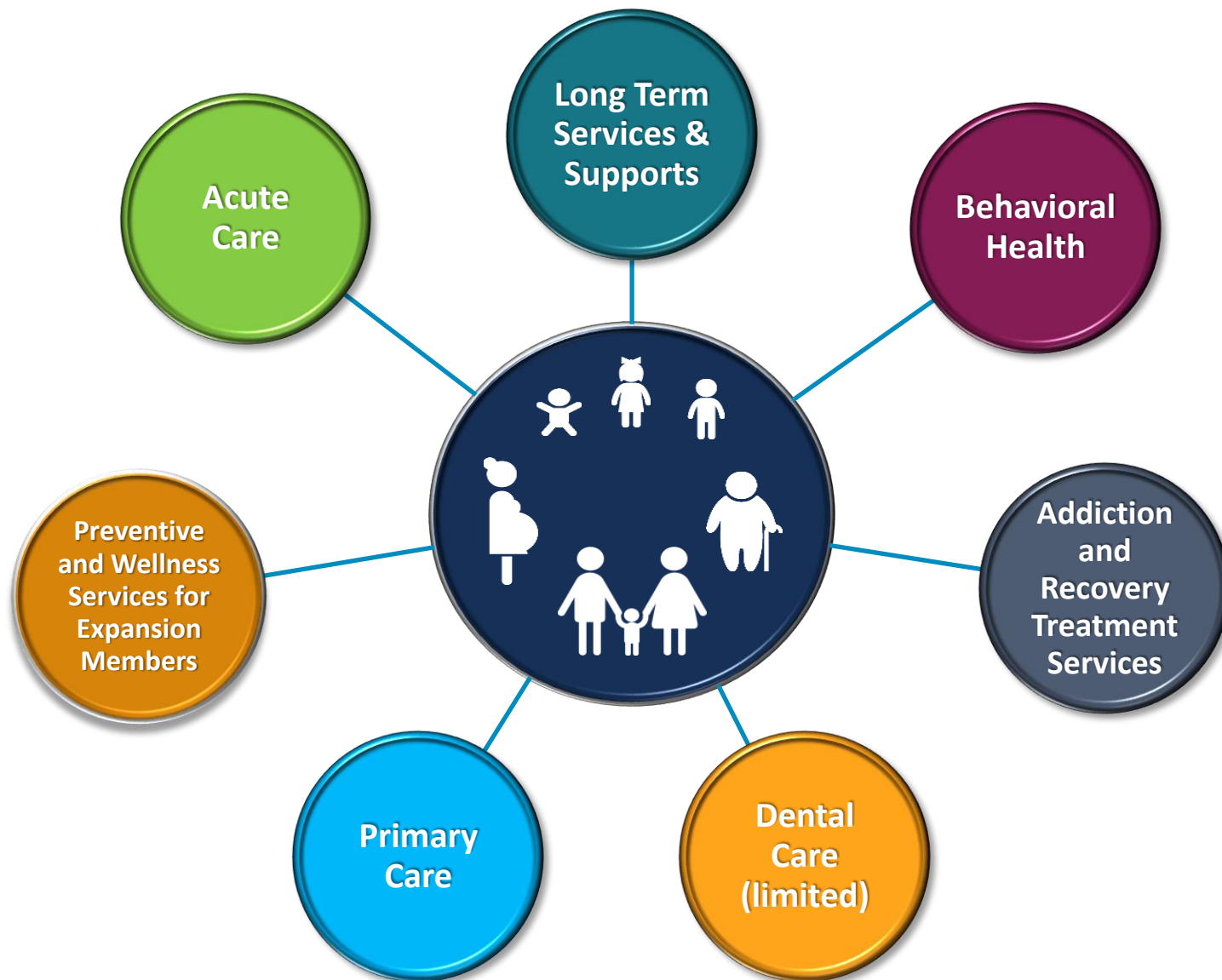
Approximately 244,468 individuals, including:

- Adults and children living with disabilities
- Adults age 65 and older
- Individuals living in Nursing Facilities (NFs)
- Individuals in the CCC Plus Waiver (formerly the Technology Assisted and Elderly or Disabled with Consumer Direction Waivers)
- Individuals in the three waivers serving the Developmental Disabilities populations for their non-waiver services
- Medically complex individuals eligible through Medicaid Expansion
- Individuals who are dually eligible for Medicare and Medicaid

CCC Plus Enrollment By LTSS Benefit

MCO	Non-LTSS	CCC Plus Waiver w/out PDN	DD	Early Intervention	Hospice	Nursing Facility	Long Stay Hospital	CCC Plus Waiver w/ PDN	Grand Total
AETNA	27,175	4,603	2,074	67	107	2,824	7	19	36,876
ANTHEM	47,189	13,013	4,571	180	118	3,847	13	136	69,067
MAGELLAN	17,047	2,439	1,158	29	81	2,377	6	25	23,162
OPTIMA	29,886	5,708	2,366	116	53	2,268	13	48	40,458
UNITED	20,461	3,461	1,296	31	54	2,632	10	8	27,953
VA PREMIER	35,361	6,189	2,305	83	81	2,912	6	15	46,952
Grand Total	177,119	35,413	13,770	506	494	16,860	55	251	244,468

COVERED SERVICES



Medicaid Health Plans

aetna[®]

Aetna Better Health[®] of Virginia



Anthem. HealthKeepers Plus
Offered by HealthKeepers, Inc.

Magellan
COMPLETE CARE[®]

OptimaHealth[®]
Family Care



UnitedHealthcare[®]
Community Plan



VirginiaPremier[™]
Powered by **VCU Health**

Open Enrollment for CCC Plus

October 1, 2020 – December 18, 2020

Members can change health plans annually during open enrollment for any reason.

All changes made prior to December 18, 2020 are effective on **January 1, 2021.**

Continuity of Care Period

- During transitions between Fee For Service and between health plans, Member's can see their current providers for up to **30 days**.
- The health plan will honor the service authorizations issued by DMAS or the DMAS Contractor for the length of the existing service authorization or 30 days (whichever is sooner).
- The health plan will extend this time frame as necessary to ensure continuity of care pending the provider's contracting with the health plan or the Member's safe and effective transition to a contracted provider.

Medicaid Eligibility

- Check the member's eligibility before rendering any service
- Eligibility can be checked in a number of ways:
 - By contacting the member's health plan
 - Using the toll-free MediCall Automated System 1-800-772-9996 or 1-800-884-9730
 - By logging onto the Virginia Provider web portal at www.virginiamedicaid.dmas.virginia.gov

Medicaid Eligibility: Web Portal

Virginia Medicaid Web Portal Screen Print
Showing CCC Plus Enrollment and Health Plan Information

Eligibility Inquiry
Service Date From: 08/01/2017 Service Date To: 08/31/2017 Confirmation Number:

Member Information
Name: Date of Birth: Member: Member SSN:

Benefit Plan

Plan Description - CoPay Indicator	Plan From	Plan To	Provider ID	Provider Name	Provider Phone
MEDICAID FFS - C	08/01/2017	08/31/2017			
XEX CCCP TD	08/01/2017	08/31/2017	0247725788	UNITEDHEALTHCARE COMMUNITY PLAN	877-843-4366
MED CO & DED	08/01/2017	08/31/2017			

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TPL Spans

Carrier Code	Carrier Name	Coverage Type	CoPay Amount	Policy Number	Policy Begin Date	Policy End Date
00001	MEDICARE	47	0.00			12/31/9999
00001	MEDICARE	96	0.00			12/31/9999
00001	MEDICARE	88	0.00			12/31/9999

Showing 1 - 3 of 3

Patient Pay Information

Begin Date	End Date	Patient Pay	Status
08/01/2017	08/31/2017	570.00	ACTIVE

Showing 1 - 1 of 1

[CoPay Amounts](#) [Service Limits](#) [Choose a Different Member](#)

CCCP = CCC Plus
TD = Tidewater

CCC Plus MCO and MCO Provider Services Phone #

Medicaid Eligibility: Web Portal

Eligibility Inquiry

Service Date From: Service Date To: Confirmation Number:

Member Information

Name: Date of Birth: Member ID: Member SSN:

Benefit Plan

Plan Description - CoPay Indicator	Plan From	Plan To	Provider ID	Provider Name	Provider Phone
MED4 TIDEWTR - C	01/01/2019	01/31/2019	0562425717	VIRGINIA PREMIER HEALTH PLAN, INC.	800-727-7536
MEDICAID EXP	01/01/2019	01/31/2019			

Showing 1 - 2 of 2

TPL Spans

Carrier Code	Carrier Name	Coverage Type	CoPay Amount	Policy Number	Policy Begin Date	Policy End Date
No TPL spans						







Patient Pay Information

Begin Date	End Date	Patient Pay	Status
No patient pay info			

CoPay Amounts Service Limits Choose a Different Member

Comparison Chart 2020

<https://www.cccplusva.com/member-materials>

 Aetna Better Health® of Virginia 1-855-652-8249 TTY 711 www.aetnabetterhealth.com/virginia	 Anthem. HealthKeepers Plus Offered by HealthKeepers, Inc. 1-855-323-4687 TTY 711 www.anthem.com/vamedicaid	 Magellan COMPLETE CARE. 1-800-424-4524 TTY 711 www.MCCofVA.com	 OptimaHealth 1-888-512-3171 or 1-757-552-8360 TTY 711 www.optimahealth.com/communitycare	 UnitedHealthcare Community Plan 1-866-622-7982 TTY 711 www.uhccommunityplan.com/va	 VirginiaPremier. 1-877-719-7358 TTY 711 www.virginiapremier.com
<p>Added benefits:</p> <p>Adult dental</p> <ul style="list-style-type: none"> 2 exams and cleanings and 1 set of x-rays each year, plus fillings, extractions, root canal and dentures (up to \$525 each year) <p>Adult hearing</p> <ul style="list-style-type: none"> Exam and 1 hearing aid each year (up to \$500 each year) <p>Adult vision</p> <ul style="list-style-type: none"> Eye exam and \$100 for frames, glasses or contacts each year <p>Phone services</p> <ul style="list-style-type: none"> Free smartphone with 350 free minutes each month, data and free unlimited texts <p>Wellness programs</p> <ul style="list-style-type: none"> Wellness rewards card Regional wellness center <p>Other benefits</p> <ul style="list-style-type: none"> Memory alarms and devices Community health worker Diabetic shoes or inserts Free rides to grocery store, farmers market, food pantry, church or exercise classes (30 round trips each year) Meals delivered to your home after discharge, 2 meals each day for 7 days 	<p>Added benefits:</p> <p>Adult dental</p> <ul style="list-style-type: none"> 2 exams and cleanings and 1 set of x-rays per year, plus extractions <p>Adult hearing</p> <ul style="list-style-type: none"> 1 exam, \$1,000 for hearing aids and 60 batteries per year <p>Adult vision</p> <ul style="list-style-type: none"> 1 eye exam and \$100 for glasses (lenses and frames) per year <p>Phone services</p> <ul style="list-style-type: none"> Free smartphone with 350 free minutes, 1 GB data each month and unlimited texts <p>Wellness programs</p> <ul style="list-style-type: none"> Online search tool to find food, jobs and more Healthy Rewards gift card (up to \$50 per goal) <p>Other benefits</p> <ul style="list-style-type: none"> Up to 3 rides every 3 months to community events, grocery stores and more Coupons with over \$1,000 in savings to local stores \$50 for assistive devices and \$50 for walker and wheelchair accessories Air purifier (with approval) Online peer support services Meal delivery after hospital or nursing facility discharge 	<p>Added benefits:</p> <p>Adult dental</p> <ul style="list-style-type: none"> 2 exams and cleanings and 1 set of x-rays each year (up to \$550 each year) <p>Adult vision</p> <ul style="list-style-type: none"> \$150 for glasses or contact lenses every two years <p>Phone services</p> <ul style="list-style-type: none"> Free smartphone with 1,000 free minutes, 1 GB of data and unlimited texts <p>Wellness programs</p> <ul style="list-style-type: none"> Healthy Rewards gift cards (up to \$50 each year) Annual adult physicals Annual sports physicals for children <p>Other benefits</p> <ul style="list-style-type: none"> Fresh meals delivered to your home after discharge Environmental, home and vehicle modifications as needed (restrictions apply) Additional personal care attendant support Online tool for anxiety, insomnia and depression Online directory of community services and organizations Enhanced OTC medications (up to \$50 per quarter) Bicycle helmets for children 	<p>Added benefits:</p> <p>Adult dental</p> <ul style="list-style-type: none"> 1 exam, cleaning and set of x-rays each year <p>Adult vision</p> <ul style="list-style-type: none"> Discounts on eye glasses <p>Phone services</p> <ul style="list-style-type: none"> Free smartphone with 350 free minutes, 1 GB of data and unlimited texts <p>Wellness programs</p> <ul style="list-style-type: none"> Help to quit smoking Weight management Online search tool to find community resources, health plan services and programs <p>Other benefits</p> <ul style="list-style-type: none"> Assistive devices Access these services through Care Coordinator: <ul style="list-style-type: none"> Extended respite for caregivers Diabetic foot care Memory alarms and devices Meals delivered to your home after discharge, 2 meals each day for 7 days Up to 3 round trip rides every 3 months to community events, grocery stores and more MDLive: 24-hour doctor access for non-life threatening health questions or medical needs 	<p>Added benefits:</p> <p>Adult dental</p> <ul style="list-style-type: none"> 2 exams and cleanings and 1 set of x-rays each year <p>Adult vision</p> <ul style="list-style-type: none"> Eye exam each year and frames and lenses every 2 years if needed <p>Phone services</p> <ul style="list-style-type: none"> Free smartphone with 350 free minutes each month and unlimited texts <p>Wellness programs</p> <ul style="list-style-type: none"> Annual adult wellness exam Resources to quit smoking Weight Watchers: 10 meeting vouchers each year, resources for healthy eating and weight loss <p>Other benefits</p> <ul style="list-style-type: none"> Health4Me® free mobile app for health tips, reminders and care team secure messaging Meals delivered to your home after discharge from inpatient hospital or nursing facility. 2 meals each day for 7 days Environmental and home modifications for all members, when needed Prenatal and postpartum program with incentives 	<p>Added benefits:</p> <p>Adult dental</p> <ul style="list-style-type: none"> 1 exam, cleaning and set of bitewing x-rays each year <p>Adult hearing</p> <ul style="list-style-type: none"> 1 hearing aid, exam and fitting (up to \$1,250 every 36 months) <p>Adult vision</p> <ul style="list-style-type: none"> 1 eye exam and up to \$100 for frames or contact lenses every 24 months <p>Phone services</p> <ul style="list-style-type: none"> Free smartphone with 350 free minutes, data and unlimited texts <p>Wellness programs</p> <ul style="list-style-type: none"> Personal fitness program for your specific needs Wellness reward gift cards Nutrition education program Registered nurse and text-based programs to help manage chronic conditions <p>Other benefits</p> <ul style="list-style-type: none"> Access to CVS Minute Clinic Online access to health plan services and resources Meal delivery after hospital or nursing facility discharge for up to 14 days

Description of Added Benefits

<https://www.cccplusva.com/member-materials>



Anthem HealthKeepers Plus
Offered by HealthKeepers, Inc.

Anthem HealthKeepers Plus Commonwealth Coordinated Care Plus (Anthem CCC Plus) 2019 Enhanced Benefits

Member Services: 1-855-323-4687 (TTY 711)
Select option 4 to connect to the 24/7 NurseLine.

Added benefit	Services and limits	Qualifying members	Approval criteria
<u>DENTAL</u> <i>Covered through DentaQuest. Call them at 1-844-824-2017.</i>	<ul style="list-style-type: none">• One routine exam and cleaning every six months• One set of bitewing x-rays every 12 months	Members 21 and older	No preapproval required
<u>VISION</u> <i>Covered through Davis Vision. Call Member Services for eligibility and participating providers.</i>	<ul style="list-style-type: none">• One exam per year• Up to \$100 for one pair of glasses (lenses and frames) every 12 months	Members 21 and older	No preapproval required
<u>AIR PURIFIER</u>	<ul style="list-style-type: none">• One table top air purifier delivered to your home	Members diagnosed with asthma or similar pulmonary concerns	Approval by a care coordinator required
<u>SMARTPHONE</u> <i>Covered by SafeLink. Call them at 1-877-631-2550 or visit www.safelink.com to enroll. For technical issues, call 1-800-378-1684</i>	<ul style="list-style-type: none">• Free smartphone and monthly plan through the Safelink program, which includes:<ul style="list-style-type: none">◦ 350 minutes◦ One GB of data◦ Unlimited texts◦ Unlimited calls to Member Services◦ Text message reminders about upcoming doctor visits	Members 18 and older <i>Limit one benefit per household</i>	Members must apply through SafeLink

Members with Medicaid and Medicare

Medicaid

CCC Plus Health Plan

Medicare

Dual Special Needs Plan
Covers Part A, B and prescription
drug coverage under D

Or

Traditional Medicare or any
Medicare Advantage plan

Dual Eligible Special Needs Plan

- D-SNP membership is limited to people who qualify for both Medicare and Medicaid (Duals).
- D-SNPs cover Medicare Part A, B and prescription drug coverage under Part D.
- **Individuals can, but are not required to, enroll in the same health plan for their Medicare and Medicaid benefits.**

Medicaid Memo: CCC Plus Claims Processing

September 4, 2019

Please see the recent guidance provided in this [Medicaid Memo](#) which includes information on coordination of benefits.

Care Coordinators Can Help

- Serves as point of contact to ensure members get services and care they need
- Available to answer questions about programs for enhanced care planning options and risk management
- Helps to resolve barriers to care such as possible network and transportation issues
- Ensures appropriate authorizations are in place and that changes occur promptly
- Leads the Interdisciplinary Care Team for individualized care planning and transition of care needs
- Advocates for members and providers helping members

Care Coordinator Contact Information

- CCC Plus Members are assigned a Care Coordinator to personally assist members and their treating providers
- For assistance identifying a member's Care Coordinator, please contact the assigned health plan directly at:

Aetna	Anthem	Magellan	Optima	UnitedHealthCare	VA Premier
1-855-652-8249 press #1 and ask for Care Coordination.	1-855-323- 4687 Press #4 TTY 711	1-800-424-4524	757-552-8398 OR Toll Free:1- 866- 546-7924	Members: 1-866-622- 7982 Providers: 1-877-843- 4366	1-877-719- 7358

Office of the State Long-Term Care Ombudsman: Role of the CCC Plus Advocate

CCC Plus Advocates can help with:

- Enrollment and Disenrollment
- Continuity of Care
- Access to covered benefits, urgent needs, prescription drugs, behavioral health care and long-term services and supports
- Timeliness of Plan Responses to Member Questions and Needs
- Questions about Bills, Care Coordination, and Plan Benefits
- Information and Assistance with Grievances and Appeals

**Office of the State Long-Term Care Ombudsman
Department for Aging & Rehabilitative Services
1-800-552-5019 www.ElderRightsva.org**

Sign up for our electronic updates through the DMAS Home Page (<http://dmas.Virginia.gov>)

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CCC Plus Questions

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